



## CITY OF CARLSBAD

INVITES YOU  
TO APPLY FOR

**OFFICE  
SPECIALIST II**  
MONTHLY SALARY RANGE:  
\$2,509—\$3,050

COMPLETED APPLICATION  
**REQUIRED**  
FOR TEST ENTRANCE  
ONE APPLICATION NEEDED

TEST DATE:  
**SATURDAY, SEPTEMBER 29, 2007**



Interested parties will report with completed application to the Carlsbad Faraday Center, 1635 Faraday Ave, Carlsbad, CA 92008.  
**Applications will only be accepted on the test date.**

### The Position

This position will be under general supervision and expected to perform a wide variety of typing, data entry, recordkeeping and general clerical duties and will involve high public contact.

**Office Specialist II** is the journey level class, which may be filled by advancement from the lower class of Office Specialist I, or when filled from the outside, requires prior clerical experience and advanced skills. This level works under general supervision and, within a framework of established procedures, is expected to perform a wide variety of general clerical duties with only occasional instruction or assistance.



### The Ideal Candidate

The ideal candidate will have extensive experience working with the public in person and over the telephone. Must be dependable, able to provide high quality customer service, treat public and staff with courtesy, tact and friendliness; possess knowledge of Microsoft Word and Excel; must be detail-oriented, be able to work independently and possess good organizational skills. Be able to balance and perform multiple tasks simultaneously with constant interruptions. Apply and exercise discretion and judgment in resolving problems.

### Examples of Duties

Provides clerical support which may include, but is not limited to the following: answers phones and routes calls, makes referrals, answers questions and provides information; establishes and maintains a variety of files; types a variety of documents in draft and final form, such as correspondence, standard forms, charts and reports; assembles and distributes correspondence; collects fees and registrations, issues receipts; processes daily deposits; orders office supplies and provides support to staff.

### Qualifications

**Knowledge of:** General office methods, procedures and, office equipment operation; proper English usage, punctuation, grammar and, spelling. Working knowledge of policies, procedures and rules as related to position responsibilities; software applications, such as word processing, spreadsheet and database management, as required by job assignment.

**Skill in:** Typing speed requirement may vary depending on the job assignment. Minimum speeds may average from 40 wpm to 60 wpm.

**Ability to:** Alphabetize or chronologically sort materials; maintain records; communicate effectively in oral and written form; understand and carry out oral and written directions.

*San Diego Society For Human Resource Management*

**Workplace**

**Excellence**





## Application & Test Process

Application materials are **required for admission to the test** and may be obtained from:

### City of Carlsbad

Human Resources  
1635 Faraday Avenue  
Carlsbad, CA 92008  
Phone (760) 602-2440  
Fax (760) 602-8554  
Job Line (760) 602-2480  
[www.carlsbadca.gov/hr](http://www.carlsbadca.gov/hr)

## City Mission Statement

Our mission is to provide top-quality services to our citizens and customers in a manner that enhances the quality of life for all who live, work, and play in Carlsbad.



## Experience and Education

Equivalent to completion of the twelfth grade, including or supplemented by specialized training in the clerical occupation field.

One year of clerical experience performing varied clerical duties.



**City of Carlsbad**  
**A great place to make  
a living. And a life.**

**Test Date: Saturday, September 29, 2007**

**SIGN IN -7:30 AM – TEST 8:00 AM**

**OR**

**Sign In 10:30 am – Test 11:00 am**

Test is approximately 2 ½ hours long. Late attendees will not be admitted.

It is important that your application show all relevant education, training, experience, knowledge, abilities and skills you possess that qualify you for the position. Applications may be rejected if incomplete. All application materials will be reviewed in conjunction with test scores. Those deemed most highly qualified will be asked to participate in the selection process. The selection process may consist of a performance, written and/or oral exams. Those candidates who successfully complete the selection process will be placed on an eligibility list for one year. Reference checks will be conducted on final candidates. The provisions of this bulletin do not constitute an express or implied contract. Any of the provisions in this bulletin may be modified or revoked without notice.



**Phone (760) 602-2440**  
**Job Line (760) 602-2480**